

T Systems

Think bigger: Smart enterprise service automation

Transition to
a service-centric business





Optimized services for your business

In a digital world, employees and customers expect a smooth, fast service experience—just as intuitive as online ordering or streaming services. T-Systems helps you to transform your company into a modern, service-oriented service provider: fast, secure, and scalable. Our solution is based on the world's leading ServiceNow platform and offers you everything from a single source—from consulting to operations.

When a service request arises within a company, fast and targeted support is required. However, it is often not possible to fully process such requests with existing tools—especially if unstructured data from different systems has to be processed. Disruptions in media during processing cause delays and errors. There is a lack of transparency and consistent, cross-system processing. This problem not only affects internal service processes, but also customer service if external inquiries are to be resolved efficiently and reliably.

Digitalize and automate your processes company-wide—across internal and external systems! T-Systems offers you automated enterprise service management based on the ServiceNow partner solution. These automated processes speed up the handling of service requests. A consistent, service-centered platform for IT and business processes creates reliable, transparent information that is available across all systems. Your advantage: you develop your company into a service-oriented provider—efficiently, sustainably, and with measurable added value. T-Systems supports you from start to finish with proven best-practice approaches—and goes further by driving future innovation with you.

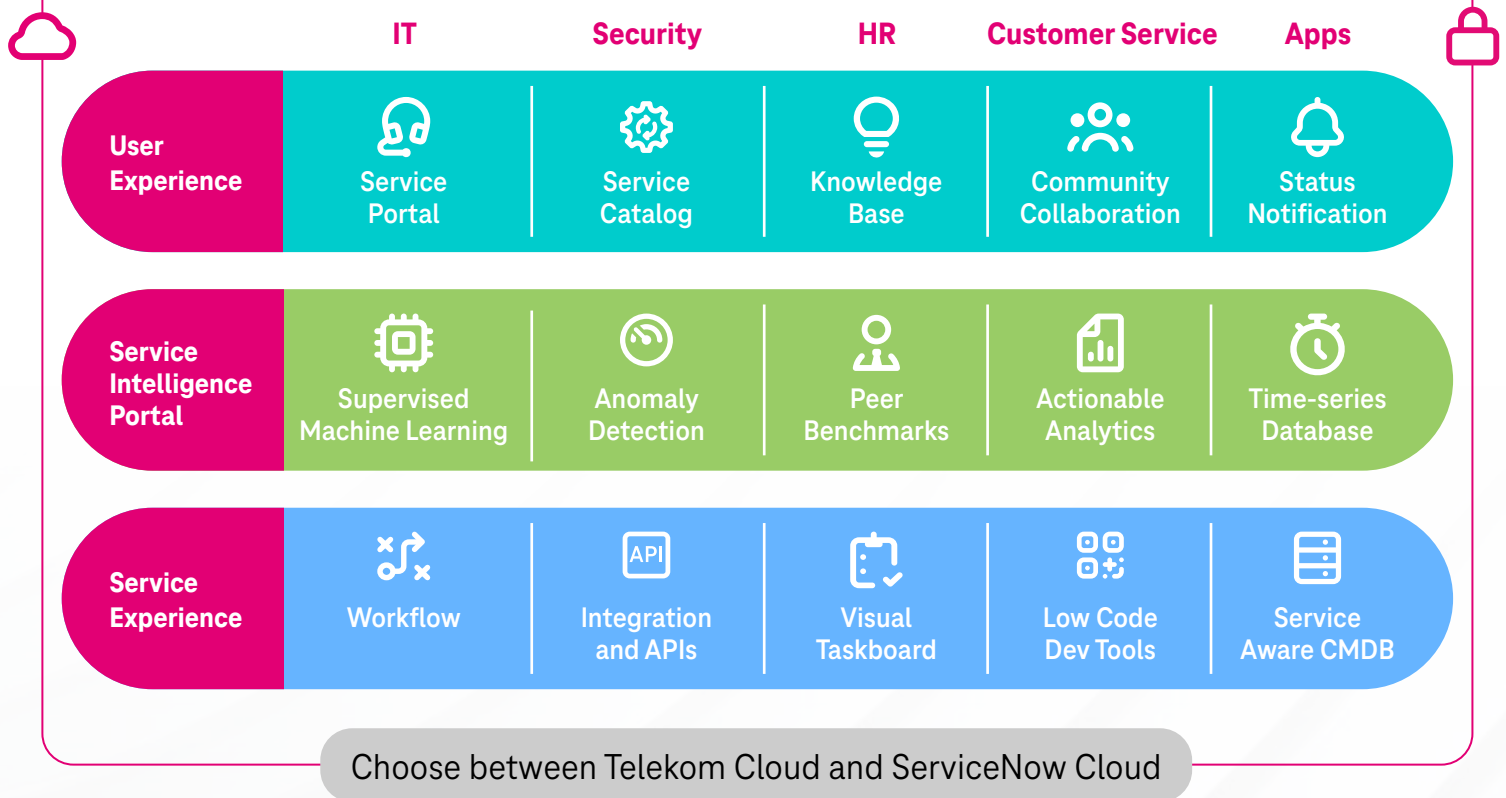


Your benefits with T-Systems

- **Flexible offering:** T-Systems is the German ServiceNow provider to offer you needs-based cloud models for your enterprise service management—with the flexibility to choose between the Sovereign Telekom Cloud in Germany and the global ServiceNow Cloud. Our hybrid approach meets the highest standards of security, data protection, compliance, and innovation.
- **Consulting and implementation:** Our experienced industry experts have in-depth process know-how and provide you with comprehensive advice—from analysis to implementation to integration in your landscape. We work with you to develop solutions that precisely match your requirements.
- **Support services:** T-Systems accompanies you right from the first day of operation with technical and user-friendly support—for a stable platform, maximum availability, and rapid productivity gains.
- **Customer success:** We think ahead—together we plan the sustainable use of your ServiceNow platform and continuously drive forward the automation of your services.
- **Integration of further expert services:** Benefit from our comprehensive portfolio of integrable IT and business solutions—from cloud and IoT to individual applications. The result is a future-proof overall solution for your digital transformation.



A central platform for all services



Intelligent service center

The ServiceNow platform acts as a central control tower for your internal and external service processes. It combines all relevant functions—from integrated databases and advanced analysis and reporting tools to comprehensive security functions and a modern self-service interface. The user-friendly portal can be accessed at any time via desktop, mobile, and chatbots. It also offers full transparency across all integrated systems and workflows. It seamlessly integrates with existing IT landscapes and provides a flexible low-code/no-code foundation for custom extensions and applications.

- **Productivity:** Standardized, AI-supported workflows significantly increase productivity by automatically prioritizing, forwarding, and processing requests. This not only increases service availability, but also sustainably reduces sources of error and response times. The transformation to a service-centric company lowers your operational risk and strengthens your innovative capacity and competitive position in the long term.
- **Employee experience:** The modern self-service enables employees to initiate, track, and complete standardized processes such as IT requests, leave requests, or HR matters independently—at any time and from any device. They experience the same simple, smooth interaction as in their private lives. This not only boosts satisfaction and efficiency, but also promotes a positive corporate culture and long-term employee loyalty. In addition, HR Service Delivery automatically supports complex HR processes such as onboarding, offboarding, and internal transfers.
- **Customer loyalty:** With Enterprise Service Automation, external service processes can be efficiently digitalized and intelligently automated. Customer inquiries are resolved more quickly—often even proactively. Individual offers through different communication channels strengthen customer relationships and increase customer satisfaction.

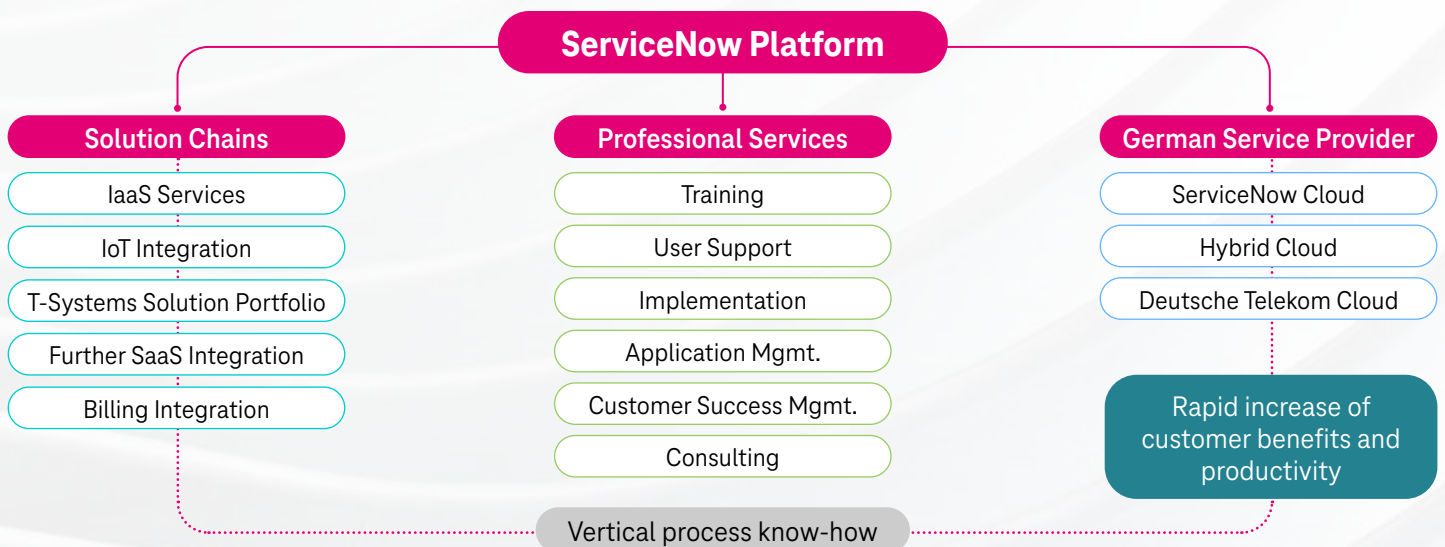


Platform highlights

- **A single, integrated system:** You implement IT, employee, and customer workflows ad hoc with a homogeneous architecture and a central data model. You can connect cloud/non-cloud systems.
- **Intuitive use:** A modern user interface in the portal and mobile app ensures high user acceptance and quick orientation.
- **Modular, expandable platform:** The platform adapts to your needs—from the targeted use of individual applications to full expansion with all available modules.
- **Switch to a service model:** Create a state-of-the-art service landscape for all routine tasks and processes with clearly defined offerings and workstreams.
- **More intelligence with AI:** Use the latest advances in generative and analytical AI to make your service processes even smarter. From automated ticket classification and proactive predictions to generative assistants for employees and customers, the AI capabilities of the ServiceNow platform increase efficiency, shorten response times, and create a seamless service experience.
- **Include the end-user:** Employees and customers benefit from a high level of user-friendliness, automation, and transparency at all times.

The T-Systems 360° service model

As a strategic ServiceNow Elite Partner, T-Systems offers you a comprehensive 360° service model from a single source. In addition to flexible cloud operating models, you benefit from in-depth consulting expertise, tried-and-tested implementation, secure operating structures, and continuous further development. Our many years of experience in the integration of complex IT and business processes make us the ideal partner for your digital transformation—today and in the future.



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